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JUL 20 2000

DSSD CENSUS 2000 PROCEDURES AND OPERATIONS MEMORANDUM SERIES #CC-4

MEMORANDUM FOR Brian Monaghan

Lead Assistant Division Chief for Censuses  
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Attention: Management Training Branch  
Field Division

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Subject: Coverage Improvement Followup Observation Report from Concord,  
New Hampshire

## I. INTRODUCTION

I observed the Coverage Improvement Followup (CIFU) operation in the Concord, New Hampshire Local Census Office (LCO) on July 11 and 12. Concord is part of the Boston Regional Census Center (RCC). I observed the dependent Quality Assurance (QA) review and CIFU enumeration.

## II. DEPENDENT QA REVIEW

I spent the day with one of the Crew Leaders (CL). We visited several housing units that were identified by an asterisk in the ID number and were either a vacant or delete. In all of the cases, the unit status and the population count agreed with the original responses.

The CL did not transcribe the required information onto the D-951 before visiting the housing unit. Her enumerators had given her the information in the form of notes, along with detailed directions on how to find the housing unit. Once the CL completed her cases for the day and returned to the LCO, she filled out the D-951 in its entirety.

Contrary to procedures, the CL said that she told all of her enumerators what the cases with asterisks meant. She told them that she would visit each of the housing units to make sure they had done them correctly. She did not say if the enumerators knew that she would only check housing units with a unit status of vacant or delete. The enumerators were aware that the unit status and population count were used to judge their work. I spoke with the Assistant Manager of Field Operations (AMFO) and she confirmed that the enumerators knew which housing units were QA cases.

For one of the cases we visited, the CL thought a street had been split and a new name given to the new road. The CL called the city engineer prior to my arrival to verify that this happened. We visited the housing unit and she confirmed what the city engineer had told her.

No Crew Leader District (CLD) had finished the dependent QA. The AMFO said that several CLDs did not have 50 QA cases in their CIFU workload.

### **III. CIFU ENUMERATION**

On Wednesday members of the Concord LCO performed a blitz enumeration. The enumerator I observed was assigned four cases.

Three of the cases were either vacant or seasonal vacant. The enumerator visited neighbors and the town clerk to verify the addresses and unit status. The enumerator was unable to locate the fourth housing unit.

The address information on this last housing unit was not very useful to the enumerator. The street that the unit was listed on ran in two directions from the town center intersection, north and south. The town clerk said the street number for the housing units equaled the number of feet from the town center to the driveway. The address information on the questionnaire did not indicate whether the housing unit was on the north side of the intersection or the south side.

The enumerator spoke with the post office, town clerk, and town police in an effort to locate the housing unit. No one had heard of the number she was looking for, and after spending almost an hour looking for the unit the enumerator decided the unit did not exist.

#### **IV. CONCERNS**

The QA program is not as effective when the enumerators know which cases are reviewed. The CIFU quality estimates may be unreliable for this LCO.

#### **CONTACTS**

Direct any questions regarding this document to Kevin Haley at 301 457-2987.

cc:

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